

TEXAS DEPARTMENT OF MOTOR VEHICLES
CUSTOMER SERVICE ADVISORY COMMITTEE

MEETING

via Webex
Friday,
September 10, 2021
9:02 a.m.

COMMITTEE MEMBERS:

Billie Aliu
John Ames
Tina Carter (absent)
Richard Cavender
Brian Daugbjerg
Thomas Drake
Donnika Nicole Duncan (absent)
Christopher Gaston
Ruben Gonzalez
Russell Hayter
Kristen Hoyt
Lori King (absent)
Stephen Palacios
Melissa Peace
Bruce Stidham
Susan Sutton
Ford Wagner

STAFF:

David Richards, Assoc. General Counsel

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P R O C E E D I N G S

1
2 MR. RICHARDS: Good morning. My name is David
3 Richards, and I'm pleased to open the first meeting of the
4 Customer Service Advisory Committee. I'm an Associate
5 General Counsel at the Texas Department of Motor Vehicles.
6 For ease of reference, I will refer to this Advisory
7 Committee as CSAC, which is the acronym for this
8 Committee.

9 It is now 9:03 a.m., and I'm calling the CSAC
10 meeting for September 10, 2021 to order. I want to note
11 for the record that the public notice of this meeting
12 containing all items on the agenda was filed with the
13 Office of Secretary of State on September 1, 2021.

14 This meeting is being held by telephone
15 conference call in accordance with Texas Government Code
16 Chapter 551.125. Members of the public may physically
17 attend this meeting in person at 4000 Jackson Avenue,
18 Building 1, Lone Star Room, Austin, Texas 78731, or attend
19 this meeting by calling the toll-free number, which is
20 both posted in our agenda, which was filed with the Office
21 of Secretary of State on September 1, 2021.

22 All Advisory Committee members, including
23 myself, will be participating remotely via telephone
24 conference call today. At this time, will all attendees
25 please mute your phone for the entire duration of this

1 meeting?

2 I'm asking our meeting host to make sure all
3 participants' phones are muted except for Advisory
4 Committee members and those that are presenting today.
5 Callers will be removed for any disruption, including
6 background noise.

7 I would like to remind participants that this
8 is a telephone conference call meeting. Because this
9 meeting is being held by telephone conference call, there
10 are a few things that will assist us in order to ensure
11 the meeting runs smoother and also, very importantly, to
12 assist our court reporter in getting an accurate record of
13 this -- today's meeting.

14 Such factors or issues are -- please identify
15 yourselves before speaking. Speak clearly. Remember that
16 there may be a slight delay due to the telephone
17 conference call meeting, so please wait a little bit
18 longer than usual before responding to participants.

19 Please do not speak over others, and please ask
20 the Presiding Officer, which is me today, to proceed, and
21 be sure to get recognized before you speak. I'd also like
22 to thank our court reporter who is transcribing this
23 meeting.

24 To make sure we have an accurate recording of
25 the meeting, it's very important that Board members and

1 anyone presenting today identify themselves before
2 speaking and speak clearly and slowly. If you wish to
3 address the Advisory Committee or speak on an agenda item
4 during today's meeting, please send an email to the
5 following email address. That's gco_general@txdmv.gov.
6 Again, gco_general@txdmv.gov.

7 Please identify in your email the specific item
8 you're interested in commenting on, your name and address,
9 and whether you're representing anyone or merely speaking
10 for yourself. If your comment does not pertain to a
11 specific agenda item, we will take your comment during the
12 general public comment portion of this meeting.

13 Comments should be pertinent to the issues
14 stated in your email. When addressing the Advisory
15 Committee, please state your name and affiliation for the
16 record.

17 Before we begin today, I'd like to remind all
18 presenters and those in attendance of the rules of conduct
19 at our committee meetings. In the Department's rules at
20 43 Texas Administrative Code Section 206.22, the Presiding
21 Officer is given authority to supervise the conduct of the
22 meetings.

23 This includes authority to determine when a
24 speaker is being disruptive of the meeting or is otherwise
25 violating the timing or presentation rules I just

1 discussed. Disruptive speakers will be muted, given a
2 warning about disruptive behavior, then removed from the
3 meeting for any continued disruption.

4 Advisory Committee members, please let us know
5 if you are no longer able to participate for any reason in
6 this meeting today. If your phone call drops or if you're
7 disconnected, TxDMV staff will interrupt the meeting to
8 let us know and to get you back on the line before we
9 proceed with the agenda.

10 I'm going to move on to the first agenda item
11 today, Agenda Item 1, roll call and establishment of a
12 quorum. And now, please respond verbally when I call your
13 name. Speak clearly, if you may, please, and indicate
14 you're present.

15 Member -- and forgive me if I mispronounce your
16 name, any of y'all -- Member Aliu, are you here?

17 MS. ALIU: Yes, sir.

18 MR. RICHARDS: Did I pronounce that correctly?

19 MS. ALIU: That's good enough. Aliu.

20 MR. RICHARDS: Okay. I'm in the ballpark.

21 Right? Okay.

22 MS. ALIU: Yeah.

23 MR. RICHARDS: Okay. Okay. Member Ames?

24 MR. AMES: Present.

25 MR. RICHARDS: Thank you. Member Carter?

1 Member Carter?

2 (No response.)

3 MR. RICHARDS: Member Cavender?

4 MR. CAVENDER: Present.

5 MR. RICHARDS: Thank you. Member Daugbjerg?

6 MR. DAUGBJERG: Present.

7 MR. RICHARDS: Member Drake? Member Drake?

8 (No response.)

9 MR. RICHARDS: Member Duncan? Member Duncan?

10 (No response.)

11 MR. RICHARDS: Member Gaston?

12 MR. GASTON: Gaston. Present.

13 MR. RICHARDS: I'm sorry. It's misspelled on
14 my sheet. Gaston? I'm sorry.

15 MR. GASTON: Yes.

16 MR. RICHARDS: Thank you for that
17 clarification.

18 Member Gonzalez?

19 MR. GONZALEZ: Present.

20 MR. RICHARDS: Thank you, Member Gonzalez.

21 Member Hayter, are you on the line with us
22 today? Member Hayter?

23 (No response.)

24 MR. RICHARDS: Okay. Member Hoyt?

25 MS. HOYT: Present.

1 MR. RICHARDS: Thank you, Member Hoyt.

2 Member King? Member King?

3 (No response.)

4 MR. RICHARDS: Member Palacios?

5 MR. PALACIOS: Here.

6 MR. RICHARDS: Thank you, Member Palacios.

7 Member Peace? Member Peace?

8 MS. PEACE: Present.

9 MR. RICHARDS: Thank you so much.

10 Member Stidham?

11 MR. STIDHAM: Present.

12 MR. RICHARDS: Thank you, sir.

13 Member Sutton? Member Sutton?

14 (No response.)

15 MR. RICHARDS: And Member Wagner?

16 MR. WAGNER: Here.

17 MR. RICHARDS: Thank you. Okay. One, two,
18 three, four, five, six, seven, eight, nine, 10. We've got
19 a quorum, and we'll proceed with the meeting.

20 Members, the next meeting agenda item is the
21 Agenda Item 1(B), "Welcoming Remarks and Introduction of
22 Advisory Committee Members." I will now turn the meeting
23 over to TxDMV Executive Director Whitney Brewster.

24 Whitney?

25 MS. BREWSTER: Thank you, David. And good

1 morning, everyone. Thank you so much for taking the time
2 out of your schedule to join us for the first meeting of
3 our Customer Service Advisory Committee of the Texas
4 Department of Motor Vehicles.

5 For those of you who do not know me, my name is
6 Whitney Brewster, and I'm the Executive Director of the
7 Department. Before we continue with introductions and
8 getting to know the members a little bit better, and then
9 on to the important items on the agenda, I wanted to just
10 provide you with some background on the formation of this
11 Committee, before you get started with your important
12 work.

13 TxDMV went through a review by the Legislature
14 in 2018, affectionately known as the Sunset review, which
15 resulted in the passage of our Sunset bill, SB 604. And
16 there were several recommendations, and of those adopted
17 by the Legislature, one included the establishment of
18 formal advisory committees to assist us, Department staff
19 and the Board, on decision-making and important
20 policymaking decisions.

21 So often in the past the agency had utilized
22 what I'd consider a more informal process where we
23 gathered feedback. But the TxDMV Board adopted rules
24 surrounding the establishment of advisory committees such
25 as this one, to make sure that there is inclusivity,

1 transparency in the process, in the policymaking process.

2 So all five of our advisory committees have now
3 been established. The Vehicle Titles and Registration
4 Advisory Committee and Consumer Protection Advisory
5 Committees met prior to the last legislative session, and
6 provided some very important input in helping our
7 Department move forward with some of what I consider our
8 more significant initiatives and projects, including
9 protection of motorists' information and data, helping
10 those who acquire the services of household good movers,
11 and deterring fraudulent issuance of temporary tags.

12 So the Motor Vehicle Industry Regulation
13 Advisory Committee is also currently working, and they are
14 meeting to consider the temporary tag rules necessary to
15 implement a bill that passed last session, HB 3927.

16 I have absolutely no doubt that this Committee
17 will provide the same benefits that we are receiving from
18 the other advisory committees, and we really look forward
19 to your input. And this is important because this
20 Committee has some very significant topics to cover,
21 including implementation of Senate Bill 876, which allows
22 vehicle purchasers, owners and dealers the ability to
23 submit title and registration transactions to any willing
24 county in addition to those counties designated in
25 statute.

1 And that's a significant shift, so we welcome
2 your input and your ideas. We encourage differing
3 viewpoints and debate, and I cannot express enough how
4 appreciative we are for your time on this effort.

5 Please -- what I want for members to really
6 know is that our staff and I are here to help with
7 whatever information you might need to make informed
8 decisions. So please do not hesitate to ask. We have
9 access to information from other states and national
10 associations to provide more background and context on the
11 issues that you're -- you may be considering before the
12 Committee.

13 So in closing, on behalf of the Texas
14 Department of Motor Vehicles Board and staff, thank you
15 very much for volunteering your time and your expertise to
16 helping us with these important issues that will impact
17 all Texans. And just really appreciate you and your
18 willingness to give of your time and talents.

19 So with that, I will -- I'll turn the meeting
20 back over to David, and wish you a very successful
21 meeting. Over to you, David.

22 MR. RICHARDS: Thank you, Whitney. Members,
23 we're going to move on in the agenda to Agenda Item 2(A).

24 This item is the "Purpose, General Information, and Scope
25 of the Advisory Committee."

1 The purpose of the Customer Service Advisory
2 Committee is to provide advice and to make recommendations
3 to the Board and the Department on topics related to
4 issues affecting motor vehicle industry. You have been --
5 and customer service. You've been given the charge by the
6 Department to provide advice and recommendations regarding
7 this particular issue: implementation of Senate Bill 876.
8 No other topics will be discussed by this Committee at
9 this time.

10 The Committee provides advice and
11 recommendations only as requested by the Texas Department
12 of Motor Vehicles or our Board. Echoing Whitney's
13 comments, I'd like to congratulate each of you for your
14 appointment to this Committee by the Board, and thank you
15 again for volunteering your precious time to assist the
16 Department and Board on this Committee.

17 As appointed members of this Committee, you're
18 subject to both the Open Meetings Act and the Texas Public
19 Information Act. The Open Meetings Act provides that all
20 public business should be performed in public view. That
21 means any discussions you have regarding the work you
22 perform with this Committee must be done in a properly
23 scheduled and posted open meeting.

24 Members of this Committee can violate State law
25 by having a series of discussions on policy issues outside

1 of the Advisory Committee meetings with others. That is
2 what was referred to as a walking quorum under the Open
3 Meetings Act.

4 It's important that you refrain from discussing
5 Advisory Committee members -- or excuse me -- matters with
6 other members outside of the scheduled and posted open
7 meetings. This includes avoiding meeting with other
8 members outside of the properly posted open meeting, not
9 calling members on the phone to discuss Advisory Committee
10 matters, and no using social media to discuss matters that
11 are before the Advisory Committee.

12 Discussion with other members, even if less
13 than a quorum, outside of a properly posted open meeting
14 for the purpose of secret deliberations can violate the
15 Open Meetings Act, which also carries with it potential
16 criminal penalties.

17 In addition, information exchanged in your role
18 as an Advisory Committee member can be subject to public
19 disclosure under the Public Information Act, even if that
20 information is in your private email or cell phone. This
21 is because, as an Advisory Committee member, information
22 you have regarding matters brought before the Advisory
23 Committee may also subject to open records laws. Please
24 be aware that any communications you have regarding this
25 Committee may be required to be disclosed in response to

1 an open records request from the public.

2 And finally, in order to ensure that the
3 Advisory Committee meetings run smoothly, advisory
4 committees select a Presiding Officer. The Presiding
5 Officer is in charge of making sure that Robert's Rules of
6 Order are followed to keep proper decorum in the meeting.

7
8 Presiding Officer will open the meeting, much
9 as I did today, and ensure that a quorum of members is
10 present. Presiding Officer makes sure that members make
11 motions and second the motion before voting, and makes
12 sure that no member has the floor longer than others
13 wishing to provide input to the Committee.

14 We'll be happy to provide some overview
15 training on the mechanics of Robert's Rules of Order to
16 anyone wanting to volunteer to be the Presiding Officer of
17 this Committee, to ensure that it runs efficiently in
18 carrying out its stated purpose.

19 Some examples on how Robert's Rules of Order
20 are used to run meetings include the following. No member
21 can speak twice to the same issue until everyone else
22 wishing to speak has spoken on it once. All remarks by
23 members must be directed to the Presiding Officer prior to
24 speaking.

25 You obtain the floor by raising your hand or

1 asking the Presiding Officer for the floor or the right to
2 speak on a matter only when the person speaking has
3 finished. It is important to not interrupt or -- and
4 share the right to speak with other -- and to share the
5 right to speak with all other members.

6 Remarks must be courteous and members must
7 avoid referring to viewpoints by alluding to other members
8 by name or by suggested motives. As members of the
9 Advisory Committee, you expect your Presiding Officer to
10 protect your right to speak, even if it turns out that
11 you're a minority of one in your opinion.

12 Presiding Officer helps to ensure that other
13 members hear you out and allows you the same amount of
14 time as everyone else. This encourages members to give
15 your fellow members the rightful turn to talk. Listen to
16 all the discussion and your other members, your fellow
17 members. You may hear something that affects your -- you
18 know, your way that you're thinking on a given issue.

19 Lastly, while we're recording this meeting,
20 before you speak, once again, please state your name very
21 clearly and slowly for the record, and so we can get a
22 record of everything that was said.

23 If there are no questions on this background
24 information on how the meeting is to run, I'm going to
25 move on to Agenda Item 2(B).

1 MR. AMES: Mr. Richards --

2 MR. RICHARDS: Yes? Go ahead.

3 MR. AMES: -- this is John Ames.

4 MR. RICHARDS: Yes.

5 MR. AMES: This is John Ames. I have two
6 questions.

7 MR. RICHARDS: What's that?

8 MR. AMES: Number one, you mentioned earlier,
9 when you opened the meeting, that you were a member of the
10 Committee, but I don't see you on the list of membership.

11 MR. RICHARDS: I'm not. I'm the Presiding
12 Officer.

13 MR. AMES: Okay. So you're not officially a
14 member of the Committee? You're just Presiding Officer
15 for this meeting?

16 MR. RICHARDS: Yes, I am.

17 MR. AMES: Okay. And then secondly, on Item
18 1(B) --

19 MR. RICHARDS: Uh-huh?

20 MR. AMES: -- it said, "Welcoming Remarks by
21 Ms. Brewster and Introduction of Advisory Committee
22 Members."

23 MR. RICHARDS: Uh-huh?

24 MR. AMES: I know we did a roll call, but I did
25 not hear an introduction. There's many members on this

1 Committee that I am unfamiliar with, and I know that we
2 received a document from Ms. Harris, but -- with some
3 bios, but there was only two of them on there.

4 MR. RICHARDS: And to your point, we're going
5 to take that up right now.

6 MR. AMES: Oh, perfect. Thank you, sir.

7 MR. RICHARDS: As part of 2(B). Yeah.

8 MR. AMES: Okay. Sorry.

9 MR. RICHARDS: Thank you for your questions.
10 Uh-huh. No, not at all, not all.

11 We're going to move on to 2(B), "Nominations
12 and Selection of Advisory Committee Presiding Officer."
13 Again, for the record, my name is David Richards. I'm an
14 Associate General Counsel of the Texas DMV.

15 Texas law requires an advisory committee to
16 select a Presiding Officer from its members. Presiding
17 Officer will preside over the Advisory Committee and
18 report to the Texas DMV and to our Board.

19 So to Member Ames' point, let's -- each member
20 introduce themselves, and you know, provide some
21 background information, and finally, state whether you're
22 interested in serving as the Presiding Officer. And I'm
23 just going to go down the membership list that I have.

24 Member Aliu, would you please state your name
25 for the record, give us a little bit of background

1 information, and also let us know if you'd be willing to
2 serve as Presiding Officer. I'll turn it over to you.

3 MS. ALIU: Yes. Thank you. My name is Billie
4 Aliu, for the record, and it's a privilege to be a part of
5 this Customer Service Advisory Committee for the Texas
6 Department of Motor Vehicles. I am -- I have over 40
7 years of experience in HR.

8 I started out 15 years in the aerospace
9 industry, then moved into health care, where I've spent
10 another 15 years, and now I've been in oil and gas for the
11 last 13 years. I'm currently the Senior HR Manager for
12 Samsung Engineering America here in Houston, Texas.

13 I am married and I have three beautiful
14 grandchildren, which are my -- it's my hobby, if you will,
15 along with fishing. And right now, I really need to know
16 what the roles of a presiding officer would be before I
17 could even commit to that for right now.

18 Thank you very much.

19 MR. RICHARDS: Thank you, Member Aliu.

20 I'm going to move on to Member Ames. Say
21 something about your background. Tell us a little bit
22 about yourself, and also whether or not you'd like to
23 serve as Presiding Officer. Thank you.

24 MR. AMES: Well, good morning. Welcome,
25 everybody. I am John R. Ames, and I am the Dallas County

1 Tax Assessor-Collector.

2 I was just elected to my fourth term in office,
3 and I actually took office as the Tax Assessor before the
4 DMV was even a State agency. I have -- experiencing about
5 26 years in property tax collections, and for the last 13
6 years have been the Tax Assessor-Collector here in Dallas.

7 I'm married with two children, two teenagers, so prayers
8 are certainly accepted at any time.

9 And I would be happy to be the Presiding
10 Officer if that is the will of the body.

11 MR. RICHARDS: Thank you very much, Member
12 Ames.

13 Did Member Carter join us? Member Carter?

14 (No response.)

15 MR. RICHARDS: Hearing nothing, Member
16 Cavender, could you do the same, please, sir?

17 MR. CAVENDER: Good morning, everybody. My
18 name is Rick Cavender, for the record. I am the current
19 dealer principal for Audi Dominion in San Antonio, Texas.

20

21 I am a third-generation member of a family that
22 began at Cavender Oldsmobile 81 years ago. Our Cavender
23 Auto family now comprises 12 franchises in San Antonio,
24 Cedar Park, Austin, which is North Austin, Columbus,
25 Texas, and Weimar.

1 And we're soon to have six luxury stores in
2 Lubbock and Midland, to add to our collection. And then
3 future time, probably first quarter 2023, a beautiful new
4 Subaru store, the largest in the country, in South Austin,
5 right there at I-35 and Buda. So we're excited about
6 that.

7 I am a past chairman for the Texas Automobile
8 Dealers Association, where I worked on the -- protecting
9 the voice and listening to over 1,300 franchise car
10 dealers in the state. I'm also the past chairman, twice,
11 for the San Antonio Auto Dealers Association here.

12 And as far as Presiding Officer, I just don't
13 know if I'd have the time for that, so I'll probably put a
14 soft no in front of you. Personally, I am the father of
15 two beautiful daughters, wife of 40 years married, and a
16 musician by second trade with the Rick Cavender Band that
17 plays here in San Antonio and around Texas.

18 It's nice to be on this Committee and I look
19 forward to our association together.

20 MR. RICHARDS: Thank you, Member Cavender, and
21 welcome.

22 Member Daugbjerg?

23 MR. DAUGBJERG: Good morning. Yeah. My name
24 is Brian Daugbjerg. I grew up in Houston, Texas, and went
25 to Baylor University, and now I'm in Longview.

1 We've been here for, gosh, over 20 years, and
2 run and own a family-owned scrap metal recycling business.
3 And we have a fleet of eight to 10 trucks at any given
4 time.

5 And I just appreciate this group and the work
6 that it's going to do, and I'll turn it back over.

7 MR. RICHARDS: Thank you, Member Daugbjerg.
8 Sorry for mispronouncing your name. Welcome.

9 Member Drake? Member Drake, have you joined
10 us?

11 MR. DRAKE: Yeah, I hope so, if you can hear me
12 now. Using a different mic.

13 MR. RICHARDS: Yes. Go ahead.

14 MR. DRAKE: Okay. Yes. Tom Drake. I'm with
15 Auto Data Direct.

16 Been involved with the towing industry here in
17 Texas, primarily, for the last 12 years. We provide
18 electronic access to DMV databases, including Texas. I'm
19 located in Rockdale, Texas.

20 We also in our business have very extensive
21 memberships and relationships in the dealer industry, and
22 also work closely with the salvage yards here in Texas.
23 And presently, I don't think I'm interested in the
24 Presiding Officer position.

25 And thank you.

1 MR. RICHARDS: Thank you very much, Member
2 Drake, and welcome.

3 Member Duncan, are you with us?

4 (No response.)

5 MR. RICHARDS: Oh, actually, I believe I got a
6 note that Member Duncan could not be here today.

7 Member Gaston?

8 MR. GASTON: Yes. My name is Christopher
9 Gaston, for the record. I am located here in Houston,
10 Texas. I have about 20 years of experience of various
11 title roles with car dealerships and also independent
12 title companies.

13 I also -- I currently run a title company in
14 South Houston, Texas, working mostly with dealers, and I'm
15 also a customer of ADD, the guy that presented right
16 before me. And I am not able to be a Presiding Officer at
17 this time.

18 MR. RICHARDS: Wonderful. Thank you, Member
19 Gaston, and welcome.

20 Member Gonzalez?

21 MR. GONZALEZ: Yes. Good morning. My name is
22 Ruben Gonzalez. I am the current County -- El Paso County
23 Tax Assessor-Collector.

24 I have approximately 44 years of administrating
25 the title and registration laws here in Texas. I retired

1 from the Texas DMV/TxDOT with 38 years of service, and
2 I've been the Tax Collector six years.

3 I am interested in just being a resource, not
4 being a chair member -- Presiding Officer at this time.
5 So I think I'm better suited as a resource outlet than
6 being able to preside and travel to Austin at this time.

7 Thank you very much.

8 MR. RICHARDS: Thank you, Member Gonzalez, and
9 welcome to you as well.

10 Member Hayter, are you on the call? Member
11 Hayter, are you on the call?

12 (No response.)

13 MR. RICHARDS: Okay. I want to move on.
14 Member Hoyt?

15 MS. HOYT: Good morning. My name is Kristen
16 Hoyt. I am the Tax Assessor-Collector for Comal County.
17 I just started in January. I was elected last year.

18 I'm originally from Georgia. I graduated from
19 the University of Georgia. Following graduation, I
20 married my husband.

21 We have a tourism-driven business in New
22 Braunfels, Texas, so my background is in customer service
23 experience and working with the general public. I have
24 two children.

25 And I'm happy to serve wherever needed,

1 probably not as the position you're in now. But happy to
2 be of help and honored to be on this Committee. Thank
3 you.

4 MR. RICHARDS: Thank you very much, Member
5 Hoyt, and welcome to you as well.

6 Member King? Is Member King with us?

7 (No response.)

8 MR. RICHARDS: Member Palacios?

9 MR. PALACIOS: Yes. Hello. This is Stephen
10 Palacios. I'm currently a Chief Deputy here at the Bexar
11 County Tax Office in San Antonio.

12 My background previously -- I was -- I've been
13 here for eight years at the Tax Office. I was almost 30
14 years in the health care industry with both health plans
15 and large, multi-specialty clinics as the CFO in a couple
16 of the large clinics here in San Antonio.

17 I've got two boys and four granddaughters. And
18 that's about it. I'm not at this time -- currently not
19 interested in being an officer.

20 Thank you.

21 MR. RICHARDS: Thank you very much, Member
22 Palacios, and welcome.

23 Member Peace?

24 MS. PEACE: Hello. My name is Melissa Peace.
25 I have over 20 years in transportation -- in the

1 transportation industry. I have three boys, and I live
2 south of Dallas, Texas. I would be happy to serve on the
3 Board.

4 MR. RICHARDS: As the Presiding Officer, you're
5 saying?

6 MS. PEACE: No, sir.

7 MR. RICHARDS: Oh, okay.

8 MS. PEACE: Anything but that.

9 MR. RICHARDS: Okay. Great. Thank you very
10 much, Member Peace, and welcome.

11 IT, could you unmute call-in user 28 to
12 determine if that's Member Hayter, please? Next, I'm
13 going to move on to Member Stidham.

14 Member Stidham?

15 MR. STIDHAM: Yes. Hi. I'm Bruce Stidham.
16 I'm the Grayson County Tax Assessor-Collector. I began my
17 third term this past January.

18 I'm also a member of the Tax Assessor-County
19 Association board of directors, and I am pleased to be a
20 member of this Committee. Look forward to it very much.

21 I've been married for -- it will be 39 years
22 next month to my best friend, Karen. We have two great
23 sons, two wonderful, beautiful daughters-in-law, and four
24 great-grandkids, and number five is on the way in
25 November.

1 And I don't think I would be interested in
2 serving as chairman of this board. I am also
3 president-elect of our association. But I'm happy to be
4 of service wherever I can.

5 MR. RICHARDS: Thank you very much, Member
6 Stidham, and welcome.

7 Member Sutton, are you with us?

8 MS. SUTTON: Yes, sir. Good morning, everyone.
9 My name is Susan Sutton, for the record. I have 35 years
10 experience in title work.

11 I worked for Harris County for 13 years while I
12 was in high school through college, and then in my early
13 20s. I am now currently with Texas Motor Transportation
14 Consultants, a title service here in Houston, Texas.

15 I've been married 27 years, and I have two
16 sons, and a brand-new grandson. And it's an honor to be
17 on the Committee, and I am at this time not interested on
18 being any position on the Board, but I will help out
19 wherever I can.

20 Thank you.

21 MR. RICHARDS: Thank you very much, Member
22 Sutton, and welcome to you.

23 Member Wagner?

24 MR. WAGNER: Good morning. Ford Wagner here.
25 I'm glad to be here, number one. Thank you very much.

1 I actually was born and raised in San Antonio,
2 Texas. I currently reside in New Braunfels, and have for
3 quite some time.

4 I'm in the trucking business. I have been all
5 of our life in the logistics and trucking, transportation.
6 Thirty-five years of my life has been as an owner of a
7 trucking company here in San Antonio.

8 We do provide transportational logistics to the
9 automobile industry, such as the Cavender family. For the
10 past 25 years, I've been involved in the towing and
11 recovery industry alongside of the auto transport
12 industry.

13 I do serve on the board of the Texas Towing and
14 Storage Association. My responsibility is training and
15 education. I have several people across the state that
16 actually do eight-hour classes for continuing education
17 for tow truck drivers.

18 I'm happy to be a part of this. I do not have
19 the time or the bandwidth to be on the Board.

20 MR. RICHARDS: Thank you, Member Wagner, and
21 welcome as well.

22 I want to check real quick. Call-in user 28,
23 is that Member Hayter?

24 MR. HAYTER: Yes, sir.

25 MR. RICHARDS: Wonderful. Would you like to

1 give a little background information regarding yourself
2 and whether or not you'd like to serve as Presiding
3 Officer to this group, please? Thank you.

4 MR. HAYTER: Sure. I don't intend to serve as
5 Presiding Officer. I'm retired from insurance companies
6 after 37 years of investigating, handling, managing
7 insurance claims and sale of salvage vehicles. I reside
8 in Hays County, and I'm happy to be here on the Customer
9 Service Advisory Committee.

10 MR. RICHARDS: Thank you very much, Member
11 Hayter, and welcome to you as well.

12 Members, at this time, we're going to take a
13 five-minute recess. We'll allow each of you to decide
14 whether or not you want to serve as Presiding Officer or
15 if you want to make a motion when we come back on the
16 record here in five minutes who you'd like to select as
17 your Presiding Officer.

18 So IT, we're going to go on a five-minute
19 recess. And I have 9:35. So we'll be back at 9:40 in
20 session, members and IT.

21 Thank you.

22 (Whereupon, a short recess was taken.)

23 MR. RICHARDS: So I am Associate General
24 Counsel for the Texas DMV, for the record. We are now
25 moving back into open session. The time is 9:40 a.m.

1 Regarding the Presiding Officer selections,
2 CSAC will use Robert's Rules of Orders in conducting the
3 meetings. To take any action, you must first raise your
4 hand or ask the Presiding Officer, which is me at the
5 moment, for the right to speak on a matter.

6 Once the Presiding Officer grants you the
7 floor, the right to speak, you may make a motion and
8 another person must second the motion. To make a motion
9 to name someone to be the Presiding Officer, the motion
10 could be, "I make a motion to name John Smith to be the
11 CSAC Presiding Officer." You can even make a motion to
12 name yourself to be the Presiding Officer.

13 To second a motion, a different member should
14 say, "Second," or "I second the motion." A person cannot
15 second, obviously, their own motion.

16 So at this time, members, does anyone to make a
17 motion to name someone to be the CSAC Presiding Officer?

18 MR. STIDHAM: David, this is Bruce Stidham from
19 Grayson County, and I would like --

20 MR. RICHARDS: Yes, sir?

21 MR. STIDHAM: -- to nominate John Ames from
22 Dallas County to be the CSAC Presiding Officer.

23 MR. RICHARDS: Thank you, Member Stidham.

24 A motion has been made to name Member John Ames
25 to serve as Presiding Officer of the CSAC Advisory

1 Committee. Is there a second to the motion?

2 MR. DRAKE: This is Member Drake, and I'll
3 second that motion.

4 MR. RICHARDS: Member Drake has made a second
5 to the motion of Member Stidham that John Ames serve as
6 Presiding Officer.

7 I'm going to take a roll call vote. And when I
8 call your name, please state your name for the record
9 again, and say yes if you support the motion, or no if you
10 do not support the motion.

11 So to begin with, Member Aliu?

12 MS. ALIU: Yes. This is Billie Aliu, and yes,
13 I do support this -- John Ames.

14 MR. RICHARDS: You support the motion?

15 MS. ALIU: Yes --

16 MR. RICHARDS: Okay.

17 MS. ALIU: -- the motion. Uh-huh.

18 MR. RICHARDS: Thank you, ma'am.

19 Member Ames?

20 MR. AMES: Yes, sir.

21 MR. RICHARDS: Member Carter? Member Carter?

22 (No response.)

23 MR. RICHARDS: Member Cavender?

24 MR. CAVENDER: Rick Cavender for the record,
25 and yes, I support the motion.

1 MR. RICHARDS: Thank you, sir.

2 Member Daugbjerg?

3 MR. DAUGBJERG: Yes. Brian Daugbjerg for the
4 record, and yes, I do support it.

5 MR. RICHARDS: Thank you, sir.

6 Member Drake?

7 MR. DRAKE: Yes, I support the motion.

8 MR. RICHARDS: Let's see. Member Duncan is not
9 here. Member Gaston?

10 MR. GASTON: Member Gaston here for the record.
11 Yes, I support the motion.

12 MR. RICHARDS: Thank you.

13 Member Gonzalez?

14 MR. GONZALEZ: Member Gonzales supports the
15 motion.

16 MR. RICHARDS: Member Hayter?

17 MR. HAYTER: Russell Hayter. Yes.

18 MR. RICHARDS: Thank you, sir.

19 Member Hoyt? Member Hoyt?

20 (No response.)

21 MR. RICHARDS: Member King?

22 (No response.)

23 MR. RICHARDS: Member Palacios?

24 MR. PALACIOS: Stephen Palacios. Yes, I
25 support the motion.

1 MR. RICHARDS: Thank you, Member Palacios.

2 Member Peace?

3 MS. PEACE: Member Peace supports the motion.

4 MR. RICHARDS: Thank you.

5 Member Stidham?

6 MR. STIDHAM: Yes.

7 MR. RICHARDS: Thank you.

8 Member Sutton?

9 MS. SUTTON: Yes. Susan Sutton.

10 MR. RICHARDS: Thank you, Member Sutton.

11 Member Wagner?

12 MR. WAGNER: Wagner is in favor of.

13 MR. RICHARDS: Thank you. I've got one, two,
14 three, four, five, six, seven, eight, nine, 10, 11, 12,
15 13. I've got 13 votes for the selection of John Ames as
16 Presiding Officer, and no "no" votes.

17 Mr. Ames, Member Ames, congratulations on your
18 appointment as Presiding Officer, and we will look forward
19 to working with you as we go forward.

20 MR. AMES: Thank you, Mr. Richards, and I look
21 forward to working with the members of this Committee.

22 MR. RICHARDS: Thank you, Member Ames --
23 Presiding Officer Ames.

24 We're going to move on, members, to Agenda Item
25 2(C), which is the "Nominations and Selection of a First

1 Vice Chair." This person will serve as a presiding
2 officer when the Presiding Officer is not available, and
3 also will make presentations to the Board and the
4 Department.

5 Does anyone want to make a motion to name
6 someone as the First Vice Chair? Is there a motion?

7 (No response.)

8 MR. RICHARDS: Let me -- the reason why we have
9 these is because we've had some advisory committees in
10 which the presiding officer had a conflict and could not
11 serve or had, you know, a meeting outside of the office
12 and could not appear or attend. So it's very important
13 that we have someone else serve as Vice Chair in the event
14 that Presiding Officer Ames is not able to attend and/or
15 preside.

16 MR. AMES: Mr. Richards, I see Mr. Gonzalez's
17 hand is up.

18 MR. RICHARDS: Oh, yes. Member Gonzalez?

19 MR. GONZALEZ: Yes, sir.

20 MR. RICHARDS: Do you have a motion?

21 MR. GONZALEZ: Well, no. I was going to -- I
22 got -- my motion to nominate John Ames. So I don't have a
23 current motion at this time.

24 MR. RICHARDS: Okay. Thank you.

25 MR. AMES: Mr. Richards, this is John Ames. I

1 would --

2 MR. RICHARDS: Yes?

3 MR. AMES: -- move that Kristen Hoyt be
4 nominated as the First Vice Chair of the Committee.

5 MR. RICHARDS: Great. Thank you, Member Ames.

6

7 Is there a second to that motion?

8 MR. STIDHAM: This is Bruce Stidham. I second
9 that.

10 MR. RICHARDS: Thank you, Member Stidham. I've
11 got a motion to make Kristen Hoyt the First Vice Chair,
12 and a second by Bruce Stidham.

13 All those in favor -- I'm going to go down the
14 list again. Member Aliu?

15 MS. ALIU: I am in favor.

16 MR. RICHARDS: Thank you. Member Ames?

17 MR. AMES: Yes.

18 MR. RICHARDS: Member Carter?

19 (No response.)

20 MR. RICHARDS: Member Cavender?

21 MR. CAVENDER: Yes.

22 MR. RICHARDS: Member Daugbjerg? Member
23 Daugbjerg?

24 (No response.)

25 MR. RICHARDS: Member Drake?

1 MR. DRAKE: Yes.

2 MR. RICHARDS: Thank you. Member Duncan is not
3 here.

4 Member Gaston?

5 MR. GASTON: Yes, I'm in favor.

6 MR. RICHARDS: Thank you.

7 Member Gonzalez?

8 MR. GONZALEZ: Yes, I'm in favor.

9 MR. RICHARDS: Thank you, Member Gonzalez.

10 Member Hayter?

11 MR. HAYTER: Yes, I'm in favor.

12 MR. RICHARDS: Thank you, sir.

13 Member Hoyt? Member Hoyt?

14 (No response.)

15 MR. RICHARDS: Member King?

16 (No response.)

17 MR. RICHARDS: Member Palacios?

18 MR. PALACIOS: Steve Palacios. Yes, I'm favor.

19 MR. RICHARDS: Thank you, Member Palacios.

20 Member Peace?

21 MS. PEACE: Member Peace, in favor.

22 MR. RICHARDS: Member Stidham?

23 MR. STIDHAM: Yes.

24 MR. RICHARDS: Member Sutton?

25 MS. SUTTON: Yes, I'm in favor.

1 MR. RICHARDS: Thank you, Member Sutton.

2 Member Wagner.

3 MR. WAGNER: Wagner is yes.

4 MR. RICHARDS: I've got eight, nine, 10, 11,
5 12, 13, 14, 16 yeas for Kristen Hoyt.

6 Member Hoyt, congratulations on your
7 appointment and selection as First Vice Chair for CSAC.
8 We'll look forward to working with you as well.

9 Members, let's move on quickly to Agenda Item
10 2(D), "Nominations and Selection for Second Vice Chair."
11 Do I hear any motions or would anybody like to make a
12 motion for a member to serve as Second Vice Chair in the
13 event the Vice Chair and the Presiding Officer are unable
14 to serve at a given meeting?

15 MR. STIDHAM: David, this is Bruce Stidham
16 again.

17 MR. RICHARDS: Yes --

18 MR. STIDHAM: I would like --

19 MR. RICHARDS: -- Member Stidham? Go ahead.

20 MR. STIDHAM: I would like to nominate Billie
21 Aliu for the position as Second Vice Chair of the
22 Committee.

23 MR. RICHARDS: Thank you, Member Stidham. Is
24 there a second to this motion?

25 MR. CAVENDER: Member Cavender would second.

1 MR. RICHARDS: Thank you, Member Cavender.

2 Members, the motion has been made that Billie
3 Aliu be appointed or selected as the Second Vice Chair for
4 the CSAC, and seconded by Member Cavender. Again, I'm
5 going to call the roll. Please answer yes if you're in
6 favor of the motion, no if you're not. Member Aliu?

7 MS. ALIU: Yes.

8 MR. RICHARDS: Member Ames?

9 MR. AMES: Yes.

10 MR. RICHARDS: Thank you. Member Carter is not
11 here.

12 Member Cavender?

13 MR. CAVENDER: Yes.

14 MR. RICHARDS: Member Daugbjerg?

15 MR. DAUGBJERG: Yes.

16 MR. RICHARDS: Thank you, Member Daugbjerg.

17 Member Drake?

18 MR. DRAKE: Yes.

19 MR. RICHARDS: Member Drake, thank you. Member
20 Duncan is not here.

21 Member Gaston? Member Gaston?

22 MR. GASTON: Yes.

23 MR. RICHARDS: Thank you, sir.

24 Member Gonzalez?

25 MR. GONZALEZ: Yes, sir, yes.

1 MR. RICHARDS: Thank you, sir.
2 Member Hayter?
3 MR. HAYTER: Yes, sir.
4 MR. RICHARDS: Thank you, Member Hayter.
5 Member Hoyt?
6 MS. HOYT: Yes.
7 MR. RICHARDS: Thank you, Member Hoyt.
8 Member King?
9 (No response.)
10 MR. RICHARDS: Member Palacios?
11 MR. PALACIOS: Palacios says yes.
12 MR. RICHARDS: Thank you, Member Palacios.
13 Member Peace?
14 MS. PEACE: Member Peace, in favor.
15 MR. RICHARDS: Member Stidham?
16 MR. STIDHAM: Yes.
17 MR. RICHARDS: Thank you, Member Stidham.
18 Member Sutton?
19 MS. SUTTON: Yes, in favor.
20 MR. RICHARDS: Thank you, Member Sutton.
21 Member Wagner?
22 MR. WAGNER: Wagner is yes.
23 MR. RICHARDS: Thank you very much. We have an
24 overwhelming majority that are in support of the motion
25 and second, and Billie Aliu, congratulations. You will be

1 serving as the Second Vice Chair for CSAC.
2 Congratulations to all of the officers that have been
3 selected.

4 We're going to now move on to Agenda Item 2(E),
5 "Recommendations of Advisory Committee for Presentation to
6 the Board" and the Department. Just a briefing item. And
7 this essentially states that our DMV rule on advisory
8 committees allow for the Committee to make recommendations
9 to the Board and to the Department. In that respect, the
10 Presiding Officer of CSAC or the Presiding Officer as
11 designee may at some time or may appear before the Board
12 to present those items that result from the meetings of
13 this Committee and if requested by the Board.

14 All righty. We're going to move on to the more
15 substance and less housekeeping item on this agenda. It's
16 Agenda Item 2(F), "Implementation Plan for Advisory
17 Committee Recommendations."

18 At this time, I will now turn the meeting over
19 to Roland Luna, Sr., Director of the Texas Department of
20 Motor Vehicle Titles and Registration Division, who will
21 lead the discussion on the implementation of Senate Bill
22 876.

23 Roland?

24 MR. LUNA: Good morning, David, and thank you
25 very much. Good morning, Committee members. Welcome to

1 the Customer Service Advisory Committee. My name is
2 Roland D. Luna, Sr., and I'm of the Vehicle Titles and
3 Registration Division.

4 Today, the VTR, Vehicle Titles and
5 Registration -- today, the VTR Division will work through
6 the Implementation Plan associated with SB 876, Senate
7 Bill 876. We recognize the importance of SB 876 and
8 understand the way this law impacts business, the way
9 business is conducted. And for that reason, we initiated
10 conversations, coordination and planning for SB 876 long
11 ago.

12 We have several members of the VTR management
13 team that will discuss the major components associated
14 with the Implementation Plan, and ask Committee members to
15 allow VTR staff to work through the presentation and
16 reserve your questions until the end. There will be
17 plenty of time for us to discuss the components of the
18 Implementation Plan. You can find the document on page 11
19 of your Committee packet.

20 And I'll now turn it over to our Deputy
21 Director of VTR, Clint Thompson.

22 MR. THOMPSON: Yeah. Good morning. Clint
23 Thompson, Deputy Director of Vehicle Titles and
24 Registration Division. Thank y'all for joining us this
25 morning.

1 I'm going to briefly take a look at the Senate
2 Bill 876 changes. I know Executive Director Brewster
3 already hit on the major change, but I wanted to make sure
4 everybody is operating from the sheet of music, as we've
5 moved forward and have VTR management team discuss the
6 ongoing implementation efforts after that.

7 So today, a title application can be submitted
8 to the purchaser's county, seller's county or lienholder's
9 county, or in the event that the purchaser's county of
10 residence is closed, any willing county can process the
11 title application today. The processing county, if it is
12 the statutory county, which y'all will hear us refer to,
13 i.e., the purchaser's county, seller's county or
14 lienholder's county, keeps the fees associated with the
15 title application.

16 In the event that the purchaser's county of
17 residence is closed, statute does provide for compensation
18 to the processing county in the form of the county portion
19 of the title application fee, as well as the processing
20 and handling fee. The remaining fees go to the county of
21 residence, other than the sales tax today.

22 As far as SB 876 impacts this, there's no
23 change to the statutory counties that are required to
24 process title applications, again, the purchaser's county,
25 seller's county or lienholder's county. But SB 876 does

1 remove the provision that we refer to as county closure.

2 No longer does the purchaser's county of
3 residence have to be closed for any other county to
4 process a transaction. SB 876 does allow for any willing
5 county to process a transaction at any time. There is
6 that same fee allowance for the willing county.

7 When processing a transaction, they will retain
8 the county portion of the processing and handling fee, as
9 well as the county portion of the title fee. When a
10 willing county is processing title application, all other
11 fees that are due to the county, including sales tax, are
12 credited to the purchaser's county of residence.

13 As far as registration transactions today,
14 registration renewal can be completed in the owner's
15 county of residence. There is also a county closure
16 provision. Today, in the event the owner's county of
17 residence is closed, any willing county may process that
18 transaction.

19 And again, the willing county, in the event of
20 the owner's county of residence being closed, retains the
21 county portion of the processing and handling fee. And
22 the remaining county fees go to the owner's county of
23 residence.

24 Like with the title application fees, SB 876,
25 it removes the county closure provisions. So owners can

1 now renew their registration in their county of residence,
2 or they can opt to renew their registration in any county
3 willing to process. And the same fee structure exists for
4 the willing county to retain the county portion of the
5 processing and handling fee.

6 Those are the main changes associated with
7 Senate Bill 876. We're going to discuss the various
8 implementation tasks associated with it: programming,
9 rulemaking -- Roland mentioned -- coordination,
10 communication. And keep in mind as we discuss these, all
11 of these activities are running in parallel.

12 You will see through the presentation that
13 Title and Registration Services are working hand in hand
14 on this effort, along with Regional Services Section. And
15 also you'll see collaboration with other divisions
16 throughout the Department, since there is significant
17 impact.

18 And at this time, I will pass it to Kimberly
19 Jaso to discuss the programming effort.

20 MR. AMES: Mr. Thompson, this is John Ames.
21 Can I ask a clarifying question at this time?

22 MR. THOMPSON: Yes.

23 MR. AMES: Okay. You stated that there's no
24 change to the title processing. The county will still
25 accept the title for the seller, buyer or our county of

1 finance, unless there's another willing county. And if
2 there is a willing county, then they would process it and
3 the sales tax would go back to the purchaser's county or
4 the county of origin for the buyer, right?

5 MR. THOMPSON: That's right. The willing
6 county processes the title application and the sales tax
7 and other related county fees other than the processing
8 and handling portion of the county fee, and the title
9 application fee will go back to the purchaser's county of
10 residence.

11 MR. AMES: Okay. So I understand that portion.
12 If a buyer purchases in the county that it was sold in,
13 do those fees still go back to the buyer's original
14 county?

15 MR. THOMPSON: So it goes to the processing
16 county. So those -- the purchaser's county, the seller's
17 county or the lienholder's county are what we refer to as
18 the statutory counties.

19 Those counties are required to process title
20 applications based on submission by the purchaser. Since
21 they're statutorily required to process those
22 transactions, like they do today, they will retain those
23 fees.

24 MR. AMES: Thank you, sir, for the
25 clarification.

1 MR. THOMPSON: Yes, sir.

2 MR. RICHARDS: I see another hand up. Member
3 Gonzalez, do you have a question? Your hand is up.

4 MR. GONZALEZ: No, sir. I need to remove it.
5 I had a question in the previous conversation. Sorry.

6 MR. RICHARDS: Okay, okay. Thank you.

7 MR. STIDHAM: Clint, this is Bruce Stidham in
8 Grayson County. May I ask a question?

9 MR. RICHARDS: Yes, sir.

10 MR. THOMPSON: Yes, sir.

11 MR. RICHARDS: Go ahead.

12 MR. STIDHAM: Okay. Part of the discussion in
13 my office has been when we accept the processing of title
14 or sale from a resident from outside the county, how were
15 those fees that go back to the county handled? Will they
16 be handled internally by our county, where we would have
17 to send a check to the other county? Or will that be done
18 internally through RTS?

19 MR. THOMPSON: Clint Thompson, Deputy Director
20 of Vehicle Titles and Registration Division. So the fees
21 themselves -- we'll get into this in the program. The
22 fees themselves will not be changed from the county
23 closure functionality today.

24 I think we're going to highlight that a little
25 bit here in the discussion and programming, but basically,

1 it will be handled by RTS, and there will be credits and
2 debits akin to what we see with county closure
3 functionality.

4 And again, I appreciate the questions, but if
5 y'all would please allow us to go through the programming
6 and rulemaking and whatnot, and then we can -- specific
7 questions about implementation --

8 MR. STIDHAM: All right. Thank you, sir.

9 MR. THOMPSON: Yeah, absolutely.

10 MR. RICHARDS: Clint, before we move on, see
11 Member Hayter's hand up? Member Hayter, do you have a
12 question?

13 MR. HAYTER: No. I think that was left over.

14 MR. RICHARDS: Thank you, sir.

15 Clint, go ahead. Please proceed.

16 MR. THOMPSON: Clint Thompson, Deputy Director
17 of Vehicle Titles and Registration Division. I'm through
18 with my portion. I will pass it to Kimberly Jaso. Thank
19 you.

20 MS. JASO: Good morning, everyone. My name is
21 Kimberly Jaso. I am the Programming Supervisor for Title
22 Services.

23 And as you know, we've already started
24 discussing a large part of the implementation tasks for SB
25 876, including programming to the Department's automated

1 systems. And for this bill specifically, that's going to
2 impact our Registration and Title System that we refer to
3 as RTS, our webDEALER application and our webSUB
4 application.

5 So I just wanted to kind of give a high-level
6 overview of what the systems do and their purpose and who
7 uses them, so those that are not familiar with them can
8 understand as we talk through this process. So as far as
9 RTS goes, that's our Department's primary system that's
10 used by both internal staff and county tax assessor-
11 collector offices for processing various title and
12 registration-related transactions. Some of those
13 transactions include, but aren't limited to, title
14 transfers and registration renewals.

15 Another part that we just touched on that RTS
16 is responsible for is managing the funds reporting and
17 remittance for the funds that are collected as a result of
18 the transactions that are processed within that system.
19 Our webDEALER application is a web-based application
20 that's used by licensed motor vehicle dealers and
21 commercial plate buyers, and they use this to
22 electronically submit title application to county tax
23 assessor-collector offices for review and approval.

24 Once those title applications are approved by
25 the county offices is -- once those are approved, those

1 transactions are updated in our Registration and Title
2 System so that those vehicle records reflect the latest
3 information. And counties also then will reconcile any
4 funds that are remitted for those transactions in RTS.

5 webSUB is a web-based application as well, and
6 that is used by limited service deputies, or what we often
7 refer to them as subcontractors. And that includes
8 entities such as grocery stores that process registration
9 renewals only. And they submit those transactions to the
10 county tax assessor-collector for approval through webSUB
11 as well, and again, once those transactions are approved
12 by the county offices, the vehicle records are updated in
13 our Registration and Title System, and the counties use
14 RTS to reconcile the funds that are remitted for those
15 transactions.

16 So the Vehicle Titles and Registration
17 Division, VTR, we've been actively working with our
18 Information Technology Services Division, as well as other
19 divisions within the Department since mid-June to discuss
20 the impact of this bill, SB 876, and how it impacts both
21 our systems, and you know, the programming efforts and
22 requirements that are going to be necessary to streamline
23 this process for the end users.

24 So with that, I'm going to pass it over to
25 Romeo McCain, so he can provide us some more specifics

1 about those programming efforts. Romeo?

2 MR. McCAIN: Thank you, Kimberly. Good
3 morning, everyone. For the record, my name is Romeo
4 McCain, and I am the Program Supervisor for Registration
5 Services.

6 I'll be speaking to you today regarding ongoing
7 Department efforts to programmatically implement the
8 requirements of Senate Bill 876. As Kimberly mentioned,
9 you know, we've been working on this implementation of
10 Senate Bill 876 since mid-June, and the Department has,
11 you know, various divisions that have come together in
12 numerous requirement-gathering sessions to ensure that we
13 are looking at this in a discussion that is very in-depth,
14 right.

15 We want to make sure we're exhausting all
16 opportunities prior to development. So during these
17 sessions, a large portion of that time has been used not
18 only to take into consideration the changes needed in our
19 system, but also taking heavy consideration into how these
20 changes impact everyday transactions that are processed by
21 county tax offices and dealerships.

22 So we are identifying ways for our systems, as
23 Kimberly touched on, RTS, webDEALER, webSUB -- we're
24 looking for ways for our systems to programmatically
25 determine and distinguish between what is a statutory

1 county and what will be a willing county, rather than
2 having a county clerk or a dealership clerk check a box or
3 make a determination manually on the fly while they're
4 attempting to process the transaction. So based on what
5 we feel is a very important requirement need, we
6 anticipate RTS identifying this functionality on its own.

7
8 Part of the automatic system identification
9 program that we've been working on includes things like
10 adding an address validation component, directly within
11 RTS and webDEALER, which would determine the appropriate
12 resident county for the particular transaction. Other
13 things would include additionally programming of --
14 changing of RTS requirements in terms of fees, how to
15 correctly calculate those fees and accurately reflect
16 those funds on applicable reports.

17 So you know, again, we're looking for ways to
18 leverage what we're able to do and make it internal, so
19 there's very little to none manually required by the
20 person processing the transaction. So not are we only
21 looking -- not only are we looking for ways to update our
22 system, we're looking for areas of our system that may in
23 fact need to be removed to improve the program
24 functionality that is needed as a result of Senate Bill
25 876.

1 For example, as Deputy Director Clint Thompson
2 mentioned earlier, as some of you may be aware, there is
3 existing county closure functionality within RTS. This
4 county closure functionality has been used in instances
5 when the county of residence is unable to process a
6 transaction, and a customer needs to visit a neighboring
7 county, for example, to complete their transaction needs.

8 As a result of our requirements-gathering thus
9 far, we've determined that RTS county closure
10 functionality is, in fact, no longer applicable as a
11 result of Senate Bill 876. And we're looking to possibly
12 remove that, or in fact -- not possibly, but I believe we
13 are going to end up removing that functionality.

14 Now, with this county closure functionality
15 being removed, we're certainly going to look to leverage
16 existing system components like -- that go with the county
17 closure functionality, like those used to ensure that
18 funds are distributed appropriately and don't require, as
19 a member mentioned earlier, the county to transfer funds
20 independently.

21 All in all, you know, our approach -- we're
22 thinking this thing through from all angles, from a county
23 and dealer perspective, from a transaction level, to
24 ensure that our systems are responsible for the heavy
25 lifting, and determining what a willing county is in a

1 specific transaction. Our goal is to have minimal impact
2 to the end user.

3 I would just like to reiterate that, you know,
4 we're continuing to work through implementation and
5 programming requirements, and consideration is being given
6 to all program options that will assist in streamlining
7 this process for everyone involved.

8 With that being said, I'd like to pass to Lisa
9 Resendez, the Title Services Section Director, to discuss
10 the administrative rule requirement component that is
11 involved with Senate Bill 876.

12 MS. RESENDEZ: Good morning. Thank you, Romeo.
13 This is Lisa Resendez, Section Director of Title Section
14 of the Vehicle Title Registration. I was going to provide
15 an overview of the process to adapt the rules necessary to
16 implement Senate Bill 876.

17 A rule team has been established that is
18 comprised of multiple divisions who have been engaged for
19 the last few months, identifying necessary rule changes.
20 We continue to work through the drafting process to
21 identify all necessary changes and currently anticipate
22 the proposal for public comments in the winter of 2021.

23 The public comment period lasts for 30 days, at
24 the end of which the Department responds to comments
25 received and makes any necessary changes to the proposed

1 rules based on those comments. Afterward, the rules must
2 be presented to the Board for adoption, which is scheduled
3 to occur before March 1, 2022, which is the effective date
4 of the bill.

5 Senate Bill 876 doesn't specify mandate
6 rulemaking, so most of the changes are merely necessary to
7 conform the rules to the provisions of the bill. One of
8 the larger changes is to remove the county closure
9 provisions, which currently triggers the ability for a
10 title or registration transaction to be processed outside
11 of the statutorily-required counties and incorporating
12 that any willing county can process a title or
13 registration transaction.

14 Essentially, this provides a vehicle purchaser
15 in a private party sale or a dealer selling a vehicle the
16 option to apply for the title in the purchaser's, seller's
17 or lienholder's county, or any willing county, to process
18 the title application. It also gives a vehicle owner the
19 option to renew registration to their county of residence
20 or any willing county to process a registration renewal.

21 And with that, that concludes my portion of
22 Senate Bill 876 implementation presentation. I would like
23 to pass it over to Section Director Stefan Krisch to
24 discuss the recurring meetings to discuss implementation
25 of Senate Bill 876. Thank you.

1 MR. KRISCH: Good morning. My name is Stefan
2 Krisch, Section Director of Registration Services with the
3 VTR Division.

4 The Department is committed to our partnership
5 with the tax assessor-collectors of Texas and highly value
6 their opinion and feedback. Therefore, each month, the
7 Department hosts a touch-point meeting with members of the
8 Tax Assessor-Collector Association, including Ms. Michelle
9 French from Denton County, Mr. Shay Luedeke from Bell
10 County, Mr. Randy Riggs from McLennan County, and Ms.
11 Donna Willis from Lynn County.

12 TxDMV representation includes executive
13 leadership and members of the Government and Strategic
14 Communication Division, Information Technology Services
15 Division, the Office of General Counsel, and the Vehicle
16 Title and Registration Division. The purpose of the
17 meeting is to have open discussion about any changes,
18 opportunities or challenges that could affect the tax
19 assessor community.

20 Conversations about Senate Bill 876 were being
21 held with this group long before the bill was passed, and
22 continue to be discussed, most recently on August 25. The
23 information gleaned in those sessions and in future
24 sessions is and will be taken into consideration, as we
25 work through implementation tasks. We look forward to

1 continuing to partner with the tax assessors in this forum
2 and the invaluable perspective and information that is
3 obtained.

4 Now, I'll pass the mic to Tony Hall to discuss
5 our communication strategy.

6 MR. HALL: Good morning, everybody. Tony Hall,
7 Assistant Section Director, Regional Services. Just to
8 provide y'all a brief overview of communications -- for
9 those of y'all, obviously, that are with the county tax
10 offices, y'all are going to be familiar with this.

11 Once we get towards the implementation of
12 programming for the Registration and Title System,
13 webDEALER, webSUB, any other impacted systems, we'll put
14 out the release notes. The release notes will obviously
15 contain all the technical processing, instructions, screen
16 changes, all those items we've documented in those release
17 notes.

18 The Title Services and Registration Services
19 Sections will also identify any policy- or procedure-
20 related changes, as is our standard. Any policy- and
21 procedure-related changes will be documented and detailed
22 in what we refer to as RTBs, or Registration and Title
23 Bulletins.

24 In conjunctions with those Registration and
25 Title Bulletins, we host webinars typically the following

1 week. At a minimum, there will be two. Depending on the
2 necessity, there may be additional ones, and those will be
3 the opportunity for the subject matter experts from Title
4 and Registration Services to discuss those policy and
5 procedure changes and facilitate Q and A with the impacted
6 stakeholders.

7 Those two sections will also identify any
8 potential changes to both VTR-related forms, as well as
9 the e-learning modules. So the e-learning modules are
10 those modules that are required to be taken by tax
11 assessor-collector staff, depending on the permissions
12 that they have for processing transactions in the
13 Registration and Title System.

14 When those changes are identified and
15 subsequently made, we send out standard communications to
16 notify the impacted stakeholders. Typically, those are
17 county tax assessor-collectors. In the case of forms,
18 likely will be other stakeholders, such as the dealer
19 community, that is impacted, to notify them that forms
20 have been revised, what the acceptability is of previous
21 versions of forms, and encouragement to use the newly-
22 revised forms, specific to the e-learning modules.

23 Those are only going to impact county tax
24 assessor-collector. And those communications will go out
25 to advise them if any of those changes are of a

1 substantive nature that's going to require their users
2 that have associated permissions to need to retake those.

3 In addition to that, our regional managers out
4 in the field -- there are 17 of them -- they have assigned
5 county tax assessor-collectors, leading up to and post-
6 implementation. As our managers conduct their standard
7 county tax assessor-collector office visits, they will
8 cover this particular topic and any associated RTBs with
9 them at that time, and they'll also be available for
10 various meetings which may go on their regions, such as
11 regional tax assessor-collector association meetings. And
12 again, that all -- you know, around that time period, once
13 we have that information ironed out.

14 That concludes the overview for the
15 communications plan. So with that, I'm going to turn it
16 back over to Roland Luna.

17 MR. LUNA: Thank you very much, Tony. Roland
18 Luna, VTR Division Director. Committee members, those
19 other guests that are joining us by telephone, as you can
20 see, this is very complex and this is very in-depth, which
21 is why we wanted to lay out all of the components that are
22 a part of the Implementation Plan. We understand the
23 impact to businesses, to our business, I should say.

24 And with that, I want to open it up to any of
25 the Committee members for any discussion that you may have

1 about one of the components of our Implementation Plan.

2 MR. AMES: Mr. Luna, this is John Ames, Dallas
3 County Tax Assessor. First of all, I just want to say,
4 thank you for the thoroughness of you and your team to
5 explain how Senate Bill 876 will react, and what the items
6 are that you're putting in place.

7 On behalf of county tax assessors, I have to
8 say, we appreciate that you're trying to automate the
9 process. I think that will benefit not only our teams,
10 but also the public that we serve. So we appreciate it
11 and look forward to discussing this further.

12 MR. LUNA: Yes, sir. Thank you very much,
13 John, and it's always good to talk to you. I know that
14 we're talking in a virtual environment -- Roland Luna, VTR
15 Division Director, for the record. But it's always good
16 to visit with you.

17 MR. AMES: Thank you, sir.

18 MR. RICHARDS: Members -- David Richards, for
19 the record -- are there any other questions or comments
20 for Mr. Luna and his staff? Please raise your hand or ask
21 for the floor.

22 (No response.)

23 MR. RICHARDS: No other questions or comments
24 at this time?

25 MR. AMES: Mr. Richards, if I may clarify?

1 This is John Ames again, Dallas County.

2 MR. RICHARDS: Absolutely, Member Ames. Go
3 ahead.

4 MR. AMES: What would the role of this
5 Committee be in the implementation of this? Are we simply
6 asking the Committee members to review what you've
7 proposed and agree with it, make recommendations,
8 pinpoint, you know, hardships?

9 MR. RICHARDS: Member Ames, all of the above.
10 We value this Committee's expertise and input. So all of
11 the above, we would be hoping to receive.

12 MR. AMES: Thank you, sir.

13 MR. LUNA: Mr. Richards, Roland Luna, VTR
14 Director.

15 MR. RICHARDS: Go ahead, Roland.

16 MR. LUNA: Thank you, sir. John, Roland Luna.

17 I -- one of the things that we hope to accomplish with
18 this initial Advisory Committee meeting is to inform
19 Committee members and all interested parties that we're
20 working on the implementation, which is why we wanted to
21 make sure that we had our technical experts, our
22 management staff, as well as our executive leadership and
23 Ms. Brewster, be a part of this Advisory Committee to let
24 you know we're moving, we're developing, we're
25 progressing.

1 And when we're at a point where we have
2 additional information to share with the Committee,
3 whether it's with programming or with rule development or
4 any briefing items that we have with our standing monthly
5 meetings with TACA, we want to visit with this Committee
6 about, so that there is not only awareness but -- so some
7 feedback and some direction can be provided from the
8 Committee.

9 MR. AMES: Thank you, Mr. Luna. This is John
10 Ames again. I do see that we are meeting again next week,
11 on Wednesday the 15th, and the only real item on that is
12 this bill. Will there be additional information in the
13 next five days that we'll need to meet and discuss?

14 MR. RICHARDS: Member Ames, as Mr. Luna had
15 mentioned, the staff will continue working to provide some
16 more information. We put that meeting or scheduled that
17 meeting as a placeholder in the event that we have that
18 ready, and I would defer to Mr. Luna as to whether or not
19 that information will be ready or any information will be
20 ready to warrant a second meeting.

21 But we did want to go ahead -- under the Open
22 Meetings Act, we had to get it posted for a follow-up
23 meeting as soon as next week. So Mr. Luna?

24 MR. LUNA: Roland Luna, VTR Division Director.
25 David is exactly right, John. What we were trying to do

1 is make sure that we planned in advance in the event that
2 there were particular questions that the Committee had
3 about any of our developments, whether it's with rule --
4 with our rule development or with programming.

5 If there were specific questions that you had,
6 we wanted to make sure that we allowed enough time for the
7 dissection of any of our components of the Implementation
8 Plan. So it was more of a placeholder.

9 MR. RICHARDS: Thank you, Roland. Members, any
10 other questions or comments that you'd like to make at the
11 current time?

12 MR. CAVENDER: Member Cavender. Quick
13 clarification, if I may?

14 MR. RICHARDS: Yes, sir, Member Cavender. Go
15 right ahead.

16 MR. CAVENDER: Yes. As we're reading the
17 wording of the Senate Bill 876, primarily, how is the
18 language "willing to accept an application" to be
19 interpreted? It just doesn't sound very specific.

20 Who makes that decision? Is it the TAC? Or
21 who makes the decision on that?

22 MR. RICHARDS: I will defer to VTR staff. Mr.
23 Luna?

24 MR. THOMPSON: Clint Thompson, Deputy Director,
25 Vehicle Titles and Registration Division. That's

1 certainly something, Member Cavender -- that's certainly
2 something that we're working through with the development
3 of the rules.

4 Ultimately, what we've come to at this point,
5 is, yes, it is at the discretion of the county tax
6 assessor-collector whether or not they are willing to
7 process those transactions, but that will be developed
8 through the rule process.

9 MR. CAVENDER: Thank you, sir.

10 MR. THOMPSON: Yes, sir.

11 MR. RICHARDS: Thank you, Clint. Any other
12 questions, members, for VTR staff, or comments?

13 (No response.)

14 MR. RICHARDS: Hearing none, I'm going to move
15 on, then, to Agenda Item No. 3, public comment, and ask
16 our legal assistant, Tameka, are there any comments from
17 the public? And I have heard from her. There are no
18 public comments that have been made at this time.

19 Moving on in the agenda, we come to Agenda Item
20 No. 4, adjournment. Unless there's any further business
21 to conduct, I'd entertain a motion to adjourn today's
22 meeting from one of the members.

23 MR. AMES: Mr. Richards, John Ames here. Prior
24 to our adjournment, if I may ask, again, we have another
25 meeting scheduled for next Wednesday. If there's not

1 going to be significant additional information for this
2 one item on the agenda, should that meeting be rescheduled
3 to a future date?

4 MR. RICHARDS: Thank you, Presiding Officer
5 Ames. Yes, we will reschedule it, if the determination is
6 made in the next day or so that that meeting will not need
7 to take place.

8 I'll defer to VTR, the Division Director and
9 staff, as to whether or not they have that information.
10 But just as soon as we know, we will let everybody know,
11 because we know you have busy schedules and don't want to
12 conflict with those.

13 So -- but to answer your question, if we don't
14 have that information ready, yes, we will reschedule and
15 we'll let all the Committee members know that we are
16 rescheduling and for which date. So --

17 MR. AMES: Okay. Thank you, Mr. Richards. I
18 just want to be mindful of everybody's time on this
19 Committee.

20 MR. RICHARDS: As do we. Right, right.

21 MR. AMES: There's a lot of people on here who
22 have a lot of obligations. And I definitely want this
23 Committee to be a useful committee and be able to provide
24 great impact and feedback to the DMV in this rulemaking
25 process. But I also don't want to meet just for the

1 purpose of meeting, so --

2 MR. RICHARDS: Oh, absolutely. We hear you
3 loud and clear. Any other questions or comments from the
4 membership?

5 (No response.)

6 MR. RICHARDS: Hearing none, I'll entertain a
7 motion to adjourn.

8 MR. CAVENDER: I would move to adjourn. Member
9 Cavender.

10 MR. RICHARDS: Thank you, Member Cavender. Is
11 there a second?

12 MR. AMES: Second. Member Ames.

13 MR. RICHARDS: Thank you, Member Ames. All in
14 favor, say aye.

15 (A chorus of ayes.)

16 MR. RICHARDS: All right. Thank you very much,
17 members, for meeting today. Thank you very much for your
18 service.

19 We look forward to continuing this dialogue and
20 working with each of you to address Senate Bill 876. Have
21 a great rest of your day and great weekend ahead, and
22 we'll be in touch.

23 Thank you.

24 (Whereupon, at 10:23 a.m., the meeting was
25 adjourned.)

C E R T I F I C A T E

1
2
3 MEETING OF: TxDMV Customer Service Advisory
4 Committee
5 LOCATION: via Webex
6 DATE: September 10, 2021

7 I do hereby certify that the foregoing pages,
8 numbers 1 through 65, inclusive, are the true, accurate,
9 and complete transcript prepared from the verbal recording
10 made by electronic recording by Elizabeth Stoddard before
11 the Texas Department of Motor Vehicles.

12 DATE: September 14, 2021
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16
17

18 /s/ Adrienne Evans-Stark
19 (Transcriber)
20

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